



STATE OF MISSOURI  
INFORMATION TECHNOLOGY ADVISORY BOARD  
MEETING MINUTES  
August 28, 2002

|            |                  |                   |                   |
|------------|------------------|-------------------|-------------------|
| ATTENDEES: | Jill Hansen      | Carl Medley       | Dennis Bax        |
|            | Brenda Berhorst  | Ritchie Jenkins   | Tom Stokes        |
|            | Gerry Wethington | Kay Dinolfo       | Tony Wening       |
|            | Rex Peterson     | Jim Weber         | Debbie Tedeschi   |
|            | Mitch Odneal     | Carolyn Kempker   | Dean Williams     |
|            | Karen Boeger     | George Klietemes  | Steve Adams       |
|            | Christina Acree  | Kevin Engelbrecht | Russell Helm      |
|            | Tom Smith        | Rich Beckwith     | Jearl Reagan      |
|            | Paul Wright      | Tim Dwyer         | Gina Hodge        |
|            | Barb Kiso        | Gan Grecian       | Cathy Reinkemeyer |
|            | Bob Meinhardt    | Vic Buechter      | Chris Wilkerson   |
|            | Lew Davison      |                   |                   |

ACTION ITEMS

1. Approval of the July 31st, 2002, Information Technology Advisory Board Meeting Minutes will be voted on at the September meeting. July minutes were not sent out in time for ITAB member to read and approve.



GENERAL BUSINESS

**1. CIO Update (Gerry Wethington)**

**Application Development** – Gerry discussed how ITAB members need to be aware of products that they select in application development. He indicated that we need to look at the open standards, whether it is SOAP or UDDI or J2EE. ITAB members need to talk to each other as they consider where they are going and what they are wanting and planning to do, plus check with other departments to see what they may be doing. Gerry talked about WebSphere and .Net and how several department are talking and have taken steps in the area of using these applications, but these departments have not talked about how they will be using WebSphere or how they will take forward and incorporate into their development culture. Gerry indicated that when members do not communicate with each other, it takes away the ability to utilize the State's buying power. From an architectural perspective it is clear that we will never get to a position where from a technology and product prospective, we will adopt one standard. However, Gerry indicated there could be two, maybe three products that we will pick from, provided they align with the principals, guidelines and technologies that will be set out in architecture. In the area of application development where E-government drives architecture, a lot of members are moving faster than the E-government project. Gerry asked those who are working in the .Net and WebSphere area to meet as group to discuss what there plans are before anyone makes huge investments. We are going to have two environments, WebSphere and .Net, that will require we have an enterprise application integration tool that will set in the middle and allow the two to inter-operate. To accomplished this, a group needs to be organized and the feeling was the old "Application Development Group" should be reconstituted to discuss the .Net and WebSphere and how they can interact in a web services environment. Gerry suggested those members doing a lot of WebSphere work, get together to discuss directions, standards, etc. and those members working in .Net should do the same. These two groups should come together to discuss "what are some of the criteria that needs to be set as we begin to select for the future application development products.

Gerry asked Bob Meinhardt to get a group together and discuss the application relative to architecture.

**Volume Purchases** – Gerry talked about volume purchases with PCs. Agencies need to be planning ahead and working together with other agencies to make major purchases of PCs. Smaller agencies could be saving \$\$ by ordering with larger agencies and getting better prices. Jim Roggero discussed statewide standards that some agencies have to work with and the difficulties we may be working with. Chris Wilkerson also discussed DNR's minimum hardware standards and the fact that three or four times a year, they need to update the hardware standards. Gerry encouraged ITAB members who may be purchasing PCs in the future, to contact other agencies with their PC requirements and possibly combining orders. Feeling was that the CIO's office could create a web site for members (in the members only section) to indicate if they were going to purchase PC, PC standards /requirements, dollar amount, dates of purchase, etc. Any one interested in possibly purchasing PC could go to this web site to see what other members or agencies are looking at. In the mean time Gerry asked that members send him an email if they are going to make a PC purchase or they are contemplating a PC purchase or go into negotiations for PCs, and his office will distribute to the ITAB distribution list for everyone's information and use.

**Detail Budget Review** – Gerry discussed the detailed budget review, consisting of the House Budget Office, Senate Budget Office, OIT and Division of Purchasing. Gerry is getting information about a consistent definition about life cycle costs for PCs and the definition of what is maintenance and support of a PC. When Gerry has this information he will get back with the committee and look at how this methodology could be standardized and how do we determine what the true costs are. They will probably approach two or three agencies to run a pilot and try to figure costs under this method vs. actual costs that are incurred in the state. This issue was generated from outside state government. A Corporate group went to the house and the senate and indicated that significant dollars could be saved (\$10,000 million). No one believes that number, however, the house and senate indicated that with the present economy even if was \$1 million it would be worth looking at. This should be completed by December 1<sup>st</sup>.

**White Paper for Small Businesses** – Gerry submitted two "white papers" to the Small Business Administration, one is "on line business registration" and one on "commercial one stop." Small Business Administration has contacted Gerry, they want to work with the state of Missouri and the state of Georgia and their own federal agency, to try and develop and application for a series of portlets. We could probably see some funds become available from this. Gerry had asked for \$600,000 and was told that he probably would not receive \$600,000 but would get something.

**Commercial One Stop** – We may receive money for this program. Illinois, New York and one other state has been selected to do Commercial One Stop approach but they have asked Missouri if we want to participate based on the letter we put out. We may not get funding for this but we would get access to the portlet approach that they are doing; where the federal government will do portlets related to what you have to do to register a commercial motor vehicle at a federal level, rather than us have to develop this.

**HIPAA** – A Cabinet meeting is coming up regarding HIPAA. At this meeting they will discuss the State's direction on HIPAA. One of the things that has not yet done, that will be a result of the meeting, is we can file for a one year extension on the transaction code set. This application is due by October 16<sup>th</sup>. Every agency will be asked to complete a declaration of coverage, which is to take a definitive position on whether your agency is or is not covered by HIPAA provisions.

**Security Committee** – There was an Executive Steering Committee established with five individuals. These individuals are working with the CIO's office and the Office of Homeland Security. This committee has an infocon document that has been discussed and updated. This document was submitted to Gerry and Tim Daniels earlier this week for review and endorsement. Richard Clark, the week of September 2<sup>nd</sup>, will issue some guidelines out of his office on homeland security where he is responsible for cyber security. Gerry wants to wait for these guidelines to marry up against the infocon document before it is published.

**E-Government Contract** – This is moving slow. Part of it is hung up on the MVRRS initiative and whether or not that is something we can do under the constitution and statutes. A number of meetings have been set up looking at the legal issues and the risks involved if we take on the legal challenge. Gerry is trying to put together a legislative package, working with the OA Commissioner's office, Jason Heldenbrand and June Doughty.

They are getting ready to look at the data dictionary. What becomes the standard data dictionary for the State of Missouri. A number of members will be contacted to participate in the program. Five applications can be picked and out of the five applications we can contribute 375,000 data attributes that can be considered for reconciliation to come up with standards, on how we are going to begin to think about data in the future. Agencies should pay attention to the State Portal and how the portal looks. The states that have been most successful with E-Government (Michigan, Pennsylvania, etc.) have portals that are similar or look the same as you go deeper in their web site.

Agencies should look at the portal that is out there and should be moving to common look and feel, so everyone is not trying to develop their own Web page.

Agencies should not venture out ahead of E-government such as CRM and call centers. These are clearly a part of E-Government but we are not there yet. Those working with CRM and call centers should contact Gerry's office and work with them to figure out how this can be aligned with E-Government either through the amendment of the E-Government contract or an establishment of a complimentary contract.

**Software Piracy** – Chris Wilkerson indicated that one of his staff pulled off the Secretary of States Web Site, the Governor's Executive Order on Software Piracy. The executive order has been signed. Chris encouraged everyone to look at the order, it has a six month time line. Gerry indicated that there are responsibilities in the order for ITAB. The Secretary of States decision deals with software piracy but is not tied directly to the executive order but it has to do with how long you have to retain licenses for software. It is how long do you have to retain the license that you have for a product. The Secretary of State has issued a letter stating "a software license is the equivalent of a contract" and the legal position of the state is that contracts have to be maintained for five year. Even if you don't have the product installed, because it is treated as a contract, you have to maintain proof of the licenses for five years. Gerry will send ITAB members a copy of the Secretary of States' letter.

**ITAB Authority** – During the Privacy Committee update given by Bob Meinhardt, the topic of ITAB Authority was brought up. There was a meeting of the ITAB committee chairs to discuss what ITAB's authority was, what the CIO's authority was, as it relates to the establishment of policy and guidelines, etc. Gerry felt the outcome of the meeting was ITAB committee chairs have a responsibility to develop recommendations and ITAB has an obligation when a committee is chartered to share that committee with exactly what they want. However, whether the committee is to bring back a recommended policy, or a recommended guidelines, whatever the action should be has never been formalized by the ITAB group.

The chair of a committee should come back to ITAB with recommendations that say "here is the action that we think you as a body should take." ITAB members should then discuss and either accept or decline or amend them. In reality ITAB does not set policy, what ITAB does, is recommends that there be policy addressing this area. Today, the Office of Information Technology and the CIO specifically, do not have the authority to set agency policy, however, there is an executive order being considered which would make that policy setting policy responsibility specific. But what the ITAB group would be doing by recommending to the Office of Information Technology, that as the CIO, you should set a policy that says "we must have a policy in this area." Further, "you as an agency establishing policy, here are the guidelines that should be incorporated into your policy and if you so choose here is a template or a model policy that you can then adopt or can be used in the formulation of a policy." With this, the directive out of the Office of Information Technology is, "it is a policy of the Office of Information Technology that state agencies shall have a policy addressing this issue." Further, "that your policy must address these guidelines, could address these guidelines and here is a template that you can use to follow." For this to occur, ITAB needs to give the committees a charge that says "you have to come back to us with the appropriate recommendations for what guidelines are essential, what guidelines could be helpful and useful, add value if you choose to put them in there." This would be a sample model policy. Once ITAB gives the sample model policy to the OIT office, they accept it and the OIT will issue a directive that says "there shall be a policy on \_\_\_\_\_. That policy should take into account these guidelines and here is the template that you can use.

At this point it becomes incumbent on each ITAB member as a CIO to establish a policy in your agency because the CIO for the Office of Information Technology does not have the authority to establish a policy in other agencies.

The OIT's office also needs to update their web site. Presently on the OIT web site policy does not alien back to ITAB action. Gerry's office is going to look at their web site and the policy directives, what the guidelines are, and what the model policy is. These can then be posted, tied back to the ITAB action and further as policies are developed these will not be replicated.

Gerry wanted approval from ITAB members that this was the direction they wanted to take. Also, Gerry indicated that he thought policies that were approved by ITAB should be reviewed in annually. The ITAB members supported this direction.

## **2. Miscellaneous Items (Jill Hansen)**

**State Employees not connected by the Internet** – The OA Commissioner is looking at how many state employees are not connected to the Internet, for whatever reason (location, money, etc.). The future direction is

when we want to do things statewide where paper (check stubs, etc.) could be eliminated, we cannot do this if we don't have the ability for every employee to get on to the web and get what is needed. Jill asked members to send her an email of where the agencies are, is everyone connected in the agency, if they are not why aren't they, is it a money issue, is it a business reason that the agency chooses not to have employees on the internet, etc.

Jill will compile a report to the OA Commissioner as to why some agencies have employees that do not have access to the internet. It was requested Jill send out this request in an email.

**3. Mentoring (Tim Dwyer/Jan Grecian)** - Tim indicated that the Mentoring Sub-committee has compiled a wealth of information related mentoring and related a prototype Web site. We are in the process of reviewing and revising the material and content to fit the State IT community and needs.

Most recently, we have completed a Mentoring contract that provides an easy to use planning vehicle that identifies and documents Interim and Completion Goals for the mentoring session. To facilitate the planning process, the committee has prepared a "curriculum checklist" of common topics and activities.

Our immediate focus will turn to gathering two pieces of vital information:

1. Agency Profiles
2. Mentor candidates qualifications and biographical information

The information will assist in matching Proteges to Mentors as well as Agencies with similar interests, environments and challenges.

Over the next few weeks each agency IT Director will be asked to complete an Agency Profile including items such as number of Employees, number of IT employees, Agency locations, platforms deployed, IT tools utilized and so forth.

Additionally, ITAB members will be asked to complete a Mentor application that will capture education and experience information as well as specific mentoring-related information such as willingness and availability to be a Mentor and personal strengths, talents or experiences that might contribute to a successful outcome.

**4. Privacy Committee (Scott Peters/Bob Meinhardt)** - The committee did not meet in August. In July the committee did submit to ITAB the on line privacy template that contained a format and suggested content for the online privacy statements that the agencies use waiting and they are waiting for a response from ITAB.

There was some discussion as to if the template was to be approved by ITAB members. Gerry indicated the template was tabled because of ITAB authority as it related to authority in creating policies/guidelines, etc. (see comments in Gerry's discussion of ITAB Authority).

Gerry indicated that the Privacy Committee is asking ITAB to adopt their recommendations that there be policy in the area of privacy making it Gerry's obligation out of the OIT's office to issue that directive along with the guidelines.

Jill asked for a motion. Jim Roggero motioned that ITAB accept the recommendation by the Privacy Committee that they establish the on line privacy templates and that this recommendation be forwarded to the CIO for Office of Information Technology for his directive. Gina Hodges seconded the motion. Motion passed

**5. SAM II Data Warehouse User Group Update (Mary Wilingham/Debbie Tedeschi)** - There was no statewide meeting in August. There was a sub-committee meeting addressing IT cost, how to code those costs in SAM II and how to report them in SAM II. Object codes have been reviewed. The focus is not just on the cost of supporting IT but what IT costs are across the agency. At the next meeting they plan to review a few of the object code descriptions that need to be cleaned up and finish a cross walk that will list standardized items and what object codes should be used. They are developing a template of what the report should look like and will try to have completed by September 18 meeting. Accounting does not want new object codes. Hope to have the crosswalk at the September ITAB meeting and will get on the FMAC agenda for the October meeting. The target for implementation is FY04.

**6. HIPPA Committee Update (Gary Lyndaker/Rex Peterson/Bob Meinhardt)** - Rex indicated that the documentation on the issues paper was completed at the last meeting. They identified the risk of the State not being ready and recommendations to the state on how to proceed. The biggest risk is that Medicaid and Mental Health providers will be very upset if they are not able to receive payments after it becomes effective. First recommendations were that this be first attacked as a statewide effort and not just as an individual program or an IT project. Each agency should be required to do an assessment of whether or not they are covered under HIPAA, agencies could probably request an extension by the October date. The state needs to take an urgent approach to meeting HIPAA requirements.

**7. Technology Services Update (Gail Wekenborg)**

No report

**8. Security Committee Update (Rex Peterson/Bob Meinhardt)** - The committee is forming a number of groups to work on specific topics that will report back to ITAB. They are establishing requirements for a trusted network. Mary Willingham asked about a yearly certification with trusting agencies.

**9. MOTEC Update (Jim Weber/Paul Wright)** - Jim indicated that utilization was down for this year, however, utilization for September has increased over August. Tom Robbins thanks those who have offered free classes. Tom indicated that if agencies would let MOTEC know of any special training or training in the future, MOTEC would work with agencies and try to help they acquire the needed training.

**10. Personnel Committee Update (Chris Wilkerson/Jan Grecian)** - The Subcommittee met two weeks ago. Chris asked how many agencies used or are using the specialty code information that he sent out several months ago in regards to layoff procedures. Chris indicated that he did not want to spend a lot of hours on things that people were not going to use. Jan Grecian volunteered to draft a charter for the Personnel Committee and hopes to have at the September ITAB meeting. Chris talked about potential need (classification) for merit system positions for Security Positions. Rex Peterson's group will draft a position description for a classification for security positions. Chris ask the ITAB group their feelings on this, do we want to take a look at current CIT classifications and possibly modify in a minor to accommodate security or do we need separate merit system classification for IT Security personnel. Jill Hansen indicated that she had asked for this position, DIS presently has security positions that do not fit CIT titles. Jill does not feel that modifying a CIT position is the answer.. Rex's group will draft a PD for security position. Chris discussed probation periods in the current position description for CIT personnel. Chris feels the probation periods for CIT personnel should be increased to give the person more experience. Chris asked should the subcommittee address the probationary periods and whether or not they are adequate for CIT positions. Gerry asked how many were interested. It was agreed that they should review and bring back recommendations.

**11. Statewide Purchasing Update (Gary Eggen/Karen Boeger)** - Networking products was awarded last week to IBM.. The contract is for products and maintenance only. Network consulting should be acquired under category seven of the statewide IT consulting contract.

Statewide Network Transport bid is close and may possibly be awarded later today.

PC Prime Vendor contract, Gary Eggen and Laurie Borchelt will be mailing a draft of the RFP to ITAB, FMAC and Purchasing Committee Reps and would like feedback by next Wednesday. The contract expires the end of December and hope to not have to extend it.

**12. Internet/MOREnet Update (Tony Wening)** - St. Louis hub had some work done on it two weeks ago but had no loss of service.

**13. Project Management Committee Update (Jim Roggero/Tom Stokes)** - Meet on August 15 as a whole group. Was a good meeting.

**14. Project Oversight (Debbie Tedeschi)** - Bob Ordway is new chairperson with Gary Lyndaker as co-chairperson. Committee will meet to address the draft oversight document and talk over strategies on planning oversight.

**15. Risk Management (Scott Peters/Tom Stokes)** - Committee met in August after the standing committee meeting. The current risk assessment process is a good sound methodology and will stick with it. They did alien it more with the project total cost of ownership, the oversight and the performance measures. They have begun preparing the manual that will be the same format as the TCO manual.

**16. Total Cost of Ownership (Dennis Bax/Jan Grecian)** - The committee hopes to have a presentation by the September ITAB meeting. TCO/ROI group has been working on this for a long time. They have work with the SAM II object codes making sure that they are included with the proper descriptions into the work section of the packet.

**17. Performance Measures (Cliff Gronauer/TomStokes)** - The group did not meet in August. Paul Wright will provide to agencies the Performance Management web that was demo at the July meeting.

**18. Distance Learning Update (LTC Tom Smith)** - No report but will demo at the Sept meeting

**19. Architecture Review Committee Update (Jim Weber/Bob Meinhardt)** - Committee has had several meetings and will conduct some training in September. The Architecture Review Committee and the Security Domain Committee will attending the first training session sometime in September.

## **OPEN DISCUSSION**

OIT has a quarterly newsletter that Jan Grecian puts together. If you have any comments or questions please send to Jan. The distribution list is ITAB, House, Senate, Chair of the Senate and House, Budget Office and the Cabinet.

Chris Wilkerson spoke about the HR software that was demo by DNR at an ITAB meeting a few months ago. Chris asked who of the 18 agencies that requested the software, who has been using it or a part of it? Only a few are using parts of it.

Chris Wilkerson discussed PC purchases. DNR is concerned with energy consumption. DNR is changing their hardware policy to mandate no CRT but will purchase flat screens, with a few exceptions. DNR will cut back on printers to help lower cost of utilities

## **REVIEW OF ACTION ITEMS**

- Bob Meinhardt will get the ARC back together.
- Jill will send an email out for questions regarding internet usage.
- Once object code crosswalk is completed, Mary Willingham will take to FMAC.
- Presentation at September Meeting on Object Codes
- Presentation at September Meeting on Total Cost of Ownership
- Presentation on Distance Learning at September meeting from Col. Smith.
- Paul Wright will send email letting ITAB members know when his items are on the web for ITAB to look at.
- Gerry will send out DFS software pricing letter.

## **NEXT MEETING**

1. The next ITAB Meeting is an all day meeting, scheduled for **October 18, 2002 at the Kirkpatrick State Information Center in the Interpretive Center, 600 W. Main St., Jefferson City**

JH/bdb

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